

Sl. No	NOS	Questions	Option A	Option B	Option C	Option D	Correct Answer	Difficulty Level	Marks
1	ELE/N7006. Identify service related issues of the customer	A customer walks into the EV service workshop looking confused. What should the technician do first as per company policy?	Direct the customer to the billing counter	Ask the customer to wait and check vehicle documents	Inform the customer about job card procedures	Greet the customer as per company's service policy	D	D	9
2	ELE/N7006. Identify service related issues of the customer	Which information must a Battery System Repair Technician communicate to the customer before starting any service work?	Names of spare parts used in repair	Government EV subsidy schemes available	Warranty period, service charges, and company service policy	Technical specifications of the battery pack	C	E	5
3	ELE/N7006. Identify service related issues of the customer	A technician must create a _____ for the customer in the workshop to ensure a positive service experience.	Detailed technical report	Paperwork checklist	Separate waiting zone	Comfortable environment	D	E	5
4	ELE/N7006. Identify service related issues of the customer	In which language should a Battery Repair Technician communicate with a customer?	Only in English for technical accuracy	Only in Hindi as per company standard	English, Hindi, or local language as per the customer's convenience	The language preferred by the technician	C	M	8
5	ELE/N7006. Identify service related issues of the customer	A customer reports that their EV suddenly lost power during a trip. What should the technician do at this stage?	Immediately open the battery pack for inspection	Replace the battery cells without further discussion	Log the complaint and schedule for next week	Discuss the customer's issue in detail to understand the EV	D	M	8
6	ELE/N7006. Identify service related issues of the customer	After diagnosing an EV battery fault, the technician identifies two possible solutions. What is the next appropriate step?	Proceed with the costliest solution to ensure quality	Replace the entire battery system without informing the customer	Send the vehicle to an external expert	Explain the problem to the customer with possible solutions	D	E	5
7	ELE/N7002. Repair faulty parts in the Battery System	Before beginning any repair on a battery system, what should the technician review first?	Inventory list of spare parts	Customer feedback forms from previous visits	Troubleshooting instruction sheets	Company HR policy manual	C	E	4
8	ELE/N7002. Repair faulty parts in the Battery System	A technician must select only _____ field replaceable parts as per SOP before starting a repair.	Locally sourced and cost-effective	Previously used and tested	100% approved and verified	Fastest available	C	E	4
9	ELE/N7002. Repair faulty parts in the Battery System	Before working on an EV battery pack, a technician must inspect electrical connections, circuits, terminals, and earthing. What is the primary reason for this inspection?	To avoid electrical shock during repair	To identify which cells need replacement	To estimate the cost of repair	To record the vehicle's mileage data	A	M	5
10	ELE/N7002. Repair faulty parts in the Battery System	What does a technician inspect when examining the entire battery system for defects?	Software version of the battery management system	The EV motor performance data	The battery pack for various physical and electrical defects	Only the external casing for cracks	C	M	5
11	ELE/N7002. Repair faulty parts in the Battery System	A technician suspects the battery monitoring IC is malfunctioning in an EV. What specific inspection should be performed?	Reset the BMS software and recheck	Replace the IC without inspection	Check the motor controller instead	Inspect the battery monitoring IC for proper functioning	D	D	8
12	ELE/N7002. Repair faulty parts in the Battery System	During passive cell balancing inspection, the technician must verify current up to _____ per cell and voltage between 0.1–5.0 V with 1 mV resolution.	3.0 A	0.5 A	2.5 A	1.3 A	D	E	4
13	ELE/N7001. Test the Battery System after service and repair	Before testing battery cells and modules, what should a technician review first?	Vehicle service manual for the motor system	Customer complaint history	Standard procedures for battery cell and module testing	Tool calibration records of the previous month	C	E	4
14	ELE/N7001. Test the Battery System after service and repair	A technician needs to remove wiring from a battery pack before testing. What is the correct first step?	Unscrew the battery casing directly	Disconnect the EV charger from the socket	Cut the wires near the terminals	Locate the connectors and release them to remove the wirings from	D	D	8
15	ELE/N7001. Test the Battery System after service and repair	Which tools must be used to open a battery pack for testing?	Recommended tools as per the testing SOP	Any available tools in the workshop	Only manual screwdrivers to avoid sparks	Standard automotive tools used for ICE vehicles	A	E	4
16	ELE/N7001. Test the Battery System after service and repair	During battery testing, the technician must test battery cells and modules for various _____.	Manufacturing dates	Performance parameters	Brand markings	Physical dimensions	B	E	4
17	ELE/N7001. Test the Battery System after service and repair	While testing an EV battery pack, a technician needs to ensure the results meet international benchmarks. What should they comply with?	Internal workshop benchmarks only	Customer's expected performance targets	The vehicle manufacturer's verbal guidelines	Globally accepted regulatory standards for technical specifications	D	M	5
18	ELE/N7001. Test the Battery System after service and repair	Where must a technician record all battery test results for future reference and traceability?	On a sticky note on the battery casing	Only in the ERP system	In a logbook maintained for test records	In a personal mobile phone note	C	M	5
19	ELE/N9905. Work effectively at the workplace	A technician is unclear about a repair procedure assigned by the supervisor. What is the correct action?	Wait until the supervisor is available without raising the issue	Skip the unclear step and proceed further	Attempt the repair using personal judgment	Exchange information with colleagues and seek clarifications and approvals	D	D	12
20	ELE/N9905. Work effectively at the workplace	When a colleague is struggling with a complex battery dismantling task, what should a technician do?	Assist the colleague where required	Inform the supervisor and wait for instructions	Complete own work first and ignore the colleague	Report the colleague's difficulty to HR	A	E	9
21	ELE/N9905. Work effectively at the workplace	A technician must follow _____ in all interactions, whether online, digital, or in-person, within the workplace.	Business communication etiquette	Technical jargon only	Customer service scripts	Informal and casual language	A	E	9
22	ELE/N9905. Work effectively at the workplace	After completing a battery repair, a technician needs to share updates with stakeholders. What is the correct approach?	Document and share all relevant information in agreed formats and as	Share only positive outcomes and withhold issues	Send updates whenever personally convenient	Share information only verbally during team meetings	A	M	10
23	ELE/N1002. Apply health and safety practices at the workplace	What is the first step a technician must take upon arriving at a new battery repair job site?	Start the repair work immediately	Collect all tools from the store	Review the customer's billing details	Identify job-site hazards and possible causes of accidents	D	E	7
24	ELE/N1002. Apply health and safety practices at the workplace	A technician notices warning hazard signs on a chemical container in the battery storage area. What should they do?	Remove the signs to avoid alarming customers	Ask a colleague to handle the container instead	Follow safe working practices and observe the hazard signs on the	Ignore the signs if the task is urgent	C	D	10
25	ELE/N1002. Apply health and safety practices at the workplace	A technician must use appropriate _____ for specific tasks, based on contaminant concentration and hazard severity, in line with Indian/International standards.	Standard workshop uniforms	Personal Protective Equipment (PPE)	Electronic diagnostic tools	Battery testing instruments	B	E	8
26	ELE/N1002. Apply health and safety practices at the workplace	What must a technician follow while handling hazardous substances or working in hazardous environments?	Customer instructions provided at the time of service	The quickest method to complete the task	Standard safety procedures for tools, equipment, and	Personal safety practices based on experience	C	D	10
27	DGT/VSQ/N0102. Employability Skills (60 Hours)	A Battery System Repair Technician wants to apply for a senior technician role at a new company. What document must they prepare first?	A skill certification from the workshop	A technical test report from the last repair	A character reference letter from colleagues	A professional Curriculum Vitae (Résumé)	D	M	6
28	DGT/VSQ/N0102. Employability Skills (60 Hours)	Which sources should a technician use to search for suitable job openings reliably?	Social media posts from friends only	Notices posted on local shop boards	Employment exchanges, recruitment agencies, newspapers, and online	Word-of-mouth from current colleagues	C	E	4
29	DGT/VSQ/N0102. Employability Skills (60 Hours)	A technician must apply to identified job openings using _____ methods as per the requirement of the employer.	Only agency-based	Only walk-in	Offline or online	Only digital	C	E	4
30	DGT/VSQ/N0102. Employability Skills (60 Hours)	During a job interview, the interviewer asks a difficult technical question about battery cell balancing. How should the technician respond?	Answer politely, with clarity and confidence	Avoid the question and redirect to simpler topics	Request to skip technical questions	Give a vague answer to avoid mistakes	A	M	6